



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, WA 98504-5000

October 1, 2007

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St. SW
Room TW-B204
Washington, D.C. 20554

RE: Renewal of State of Washington TRS Certification Application File No. TRS 27-02

Dear Ms. Dortch:

The Office of the Deaf and Hard of Hearing (ODHH), within the Department of Social and Health Services (DSHS), requests renewal of its certification for Telecommunications Relay Services (TRS) starting July 26, 2008 pursuant to FCC Public Notice CG Docket No. 03-123 issued on June 22, 2007.

Before its last certification was granted for the period beginning July 2003, DSHS contracted with Sprint to operate the TRS program in the State of Washington. Sprint is presently under a five-year contract to operate the TRS program effective August 28, 2005 through August 28, 2010. ODHH maintains and oversees the operation of the TRS program in Washington pursuant to authority granted by the Legislature and the Department. We are pleased to inform the Federal Communications Commission that the Washington (WA) TRS program has met the following federal requirements:

- (1) The WA TRS program meets all operational, technical and functional minimum standards contained in 47 C.F.R. §64.604 and §64.605.
- (2) The WA TRS program provides adequate procedures and remedies for enforcing the requirements of the state program; and
- (3) The WA TRS program has met or exceeded mandatory minimum standards in several areas and does not conflict with federal law in any respect.

The WA TRS program has averaged 60,740 calls per month for the 2007 calendar year ending July 2007, with 94% of the daily calls answered in less than 10 seconds and a 1.9 second average answer time. The number of blocked calls averaged less than 1%.

The WA TRS provides ten dialing numbers for relay users. They are as follows:



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1. 711 for Voice and TTY users
2. 1-800-833-6388 for TTY, ASCII, and HCO users
3. 1-800-833-6384 for Voice users
4. 1-800-833-6386 for VCO and 2-Line VCO users
5. 1-877-833-6341 for Speech-to-Speech and STS-VCO users
6. 1-877-833-6398 and -6399 for Spanish Voice and TTY users, respectively
7. 1-800-833-6385 for Telebraille users
8. 1-900-646-3323 for 900 service users
9. 1-877-709-5776 (voice) or www.sprintvrs.com for IP-based video relay users

Sprint also provides customer service numbers for both English and Spanish language users of WA TRS, as well as outreach services to promote awareness of TRS services.

Sprint's contract will expire August 28, 2010. DSHS will issue an RFP for a new relay provider in 2009. DSHS will take all steps to ensure that the awarded bidder will meet all mandatory requirements established by the FCC.

Please feel free to review the documentations on the enclosed CD. If you have any questions, please contact Eric Raff, Director of ODHHS, who can be reached via Washington Relay at 1-800-833-6384 and giving the Washington Relay his number at 360-753-0699 or he can be reached via TTY at 360-902-8000. He may alternatively be reached at his email address: ericraff@dshs.wa.gov.

Sincerely,



Robin Arnold-Williams
Secretary

Enclosure

cc: Blake Chard, Deputy Secretary
Eric Raff, Director
Office of the Deaf and Hard of Hearing
Kristen Russell, Regulatory Analyst
Washington Utilities and Transportation Commission